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# Ambassador Bridge

Created by Nhan, Hayden (H.D.), last modified by Martin, Ann Marie on Aug 18, 2022

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## 1. Introduction

*This section was last updated: July 2022*

### Ambassador Bridge

**\*\*Effective April 1, 2022 at 12:01 AM EDT, fully vaccinated travellers will no longer need to provide a pre-entry COVID-19 test result to enter Canada by air, land or water. You must use ArriveCAN to provide mandatory travel and public health information before and after your entry into Canada.\*\***



The port of entry is open 24 hours, 7 days a week. It has 10 commercial only vehicle primary inspection lanes, including 1 designated bilingual and 1 FAST / EXPRES. 5 booths are bi-level and can process either commercial or passenger conveyances when required. It has 8 passenger vehicle only, primary inspection lanes including 2 designated bilingual. Up to 5 NEXUS lanes are available and all are operable as flex lanes. Core hours for NEXUS are Monday to Friday - 0600 X 2300 hours and weekends and holidays - 0800 X 2200 hours.

NEXUS eGate lanes were opened at Ambassador Bridge in August 2019, allowing NEXUS members crossing the border extended hours of service. More specifically, NEXUS members will benefit from over 20 additional hours of service per week. NEXUS eGate technology allows border officers to remotely process Canada-bound NEXUS members from inside a CBSA port of entry office through the use of radio-frequency identification, closed-circuit television, and Voice over Internet Protocol.

It is a suspension bridge with four lanes over the Detroit River, connecting Windsor, Ontario and Detroit, Michigan. It is privately owned by a United States entity, the Detroit International Bridge Company and its Canadian subsidiary the Canadian Transit Company (CTC). Tolls are collected for both directions on the United States side.

CBSA Ambassador Bridge operations is also responsible for the Windsor Truck Ferry, Processing EDI Rail, United Parcel Service and Federal Express. The offsite long room and commercial inspection facility are located 4 kilometres from the Ambassador Bridge.

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## 2. General Information

*This section was last updated: July 2022*

### 2.1 Major Access Routes (Canadian / US)

- Highway 401/ Interstate 75, Interstate 94, Interstate 96 and Route 10
- [Google Map](#)

### 2.2 Facilities owned by

- The Ambassador Bridge is privately owned and operated by the [Canadian Transit Company / Detroit International Bridge Company](#)

### 2.3 Opposite US Port of Entry

- [Port of Detroit](#)

### 2.4 Number of Primary Inspection Lines (PIL) booths, designated bilingual lanes, Secondary, Commercial Exam Bays

| Primary                                               | Lanes     |
|-------------------------------------------------------|-----------|
| Passenger-Only                                        | 8         |
| Commercial Only                                       | 10        |
| Mixed Commercial Bi-level (Passenger/Commercial)      | 5         |
| Bus-Only                                              | 0**       |
| Secure Corridor Lane                                  | 1         |
| Dedicated Nexus (eGate available) /Trusted Travellers | 1*        |
| <b>Total Number of Lanes at the Port</b>              | <b>23</b> |
| <i>The number of lanes designated bilingual</i>       | 2         |

\*NEXUS Lanes: 1 Core Hours, 5 Available

\*\* Bus processing area is available

One dedicated FAST / Express Lane - Up to 3 during *Peak Hours*

| Secondary                                                           |    |
|---------------------------------------------------------------------|----|
| Passenger Vehicle Secondary Examination Capacity                    | 30 |
| Examination Bays                                                    | 0  |
| Commercial Vehicle On Site Examination Parking                      | 6  |
| Commercial Vehicle Off Site Examination Facility - Examination Bays | 6  |



### Passenger Vehicle Primary



### Passenger Vehicle Secondary



### Commercial Vehicle Primary



### Commercial On-Site Secondary



### Commercial Off-Site Facility

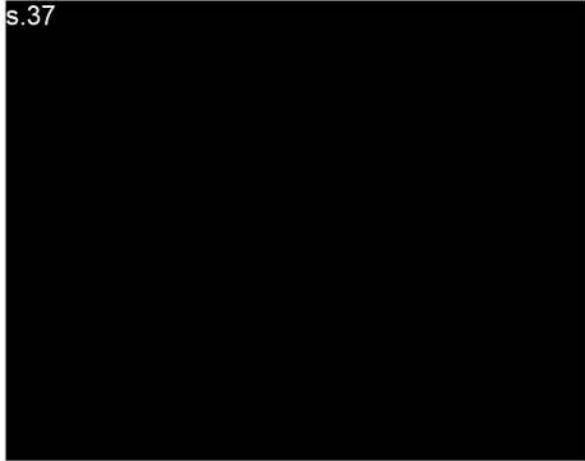


- LiveScan Kiosk

### 2.5 Contraband Detection Equipment

Travellers and Commercial use:

s.37



### 2.6 Detector Dog Teams Available

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### 2.7 Signage

- There are variable message signs above all primary inspection lines to indicate designated bilingual lanes and trusted travellers/traders lanes (NEXUS/FAST, Secure Corridor Lane). There are no signs on the bridge span. There are signs to direct traffic to secondary inspection.

### 2.8 Interpreters On-site

- Staff utilize a list of contacts for interpretive services and also the Multi-Cultural Council of Windsor.

### 2.9 Non-governmental organizations (NGO) for government sponsored refugee reception

- None

### 2.10 Trusted Travellers Programs available

- The NEXUS and FAST Enrolment Centres are located on the United States side of the border.
- There are dedicated lanes for both NEXUS and FAST passage.
- Current NEXUS usage is 31% of all passenger vehicles

## 2.11 Greeters and Queuing Officers

- Border Services Officers stationed in the secondary area are the greeters and queuing officers.
- A Point Person is assigned during peak periods.

## 2.12 Key stakeholders

### List of key stakeholders, Southern Ontario Region

- The top commercial importers (by release requests) are Chrysler, Ford, GM, Toyota, Honda, UPS , Loblaw Companies Ltd., Procter and Gamble, and General Mills.
- The top commercial commodities, by value and by Harmonized System coding, are vehicles and parts, machinery and parts (automobile engines fall under this heading), electrical machinery and parts, pharmaceutical products, furniture / bedding, plastic articles, and articles of iron or steel.

## 2.13 Key Government Departments (OGDs) on-site

- Public Health Agency of Canada

## 2.14 CBSA On-site Function

- Information Technology

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## 3. Human Resources

**\*\*Due to the closures and restrictions implemented on March 22, 2020 due to COVID-19, staffing resources may be allocated to other areas\*\***

*This section was last updated: July 2022*

### 3.1 Staffing Level

| <sup>1</sup> Staffing Level<br>(Travellers)   | FY<br>2017-18 | FY 2018-<br>19 | FY 2019-<br>20 | FY 2020-<br>21 | FY 2021-<br>22 |
|-----------------------------------------------|---------------|----------------|----------------|----------------|----------------|
| Border Services<br>Officers (BSOs)            | 122           | 122            | 174            | 264            | 196            |
| Superintendents                               | 15            | 13             | 19             | 35             | 24             |
| Chiefs                                        | 3             | 3              | 3              | 5              | 4              |
| Director                                      | 1             | 1              | 1              | 1              | 1              |
| Clerks and<br>administrative<br>support staff | 1             | 1              | 5              | 9              | 3              |
| <b>Total Staff<br/>Travellers</b>             | 142           | 140            | 202            | 314            | 228            |

\*Staffing data provided by Human Resources. Please be advised that prior to FY 2020-21, employees, whether inactive or DTA were not removed. Also, employees that were out or in on assignment on the date these documents were pulled were reflected and removed. FY 2020-21, data was provided by management's Organizational Chart.

<sup>1</sup> Includes Operations Control Center

| <b>Staffing Level<br/>(Commercial)</b>  | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|-----------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Border Services Officers (BSOs)         | 149               | 156               | 111               | 169               | 116               |
| Superintendents                         | 15                | 19                | 12                | 13                | 11                |
| Chiefs                                  | 4                 | 3                 | 2                 | 2                 | 2                 |
| Clerks and Administrative Support Staff | 12                | 11                | 7                 | 5                 | 10                |
| <b>Total Staff Commercial</b>           | <b>180</b>        | <b>189</b>        | <b>132</b>        | <b>189</b>        | <b>139</b>        |

\*Includes on-site and off-site commercial operations

### 3.2 Number of staff bilingual and number of staff fluent in languages other than English and French

- Number of staff bilingual: 11 officers (Traffic operations)
- Number of staff bilingual: 21 officers (Commercial operations)
- Number of staff who speak another language: 3

There has been significant investment in Official Languages delivery resulting in 99% (travellers) and 96% (commercial) primary lane coverage. Further, additional investment in training for 12 district employees to raise their competency levels is underway.

### 3.3 Variable Shift Scheduling Agreement (VSSA) or Other

- Four VSSAs in place – one for each of; travellers operations, immigration unit, commercial operations and trusted services unit.

### 3.4 Local Training Initiatives to Improve Services Provided by Officers

- Commercial cross training
- IRPA cross training
- Automobile Examination and Commercial Motor Vehicle Concealment Training

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## 4. Volumes and Statistics

*This section was last updated: May 2022*

\* Volumes for FY 2020-21 are significantly lower due to the on-going border restrictions implemented in March 2020 due to Covid-19 pandemic.

### 4.1 Number of Travellers

| <b>Number of Travellers</b> | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|

| <b>Number of Travellers</b> | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Passengers                  | 5,377,969         | 5,358,638         | 5,019,046         | 1,971,759         | 2,303,724         |

#### 4.2 Number of Conveyances

| <b>Number of Conveyances</b> | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Cars                         | 2,221,363         | 2,092,937         | 1,951,593         | 463,500           | 652,459           |
| Buses                        | 3,617             | 6,218             | 4,147             | 115               | 140               |
| Trucks                       | 1,499,462         | 1,550,063         | 1,458,804         | 1,338,198         | 1,336,026         |

#### 4.3 Peaks and Valleys

- For passenger vehicles, Friday is the busiest day, followed by Saturday. The busiest months are from March to September.
- For commercial trucks, the peak days are from Tuesday to Friday (Wednesday and Thursday tend to be the busiest).

#### 4.4 Border Wait Times

| <b>Border Wait Times</b>           | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Border wait time performance (%) * | 96.5              | 96.7              | 98.3              | 99.5              | 94.1              |

\*Traveller operations only. The border wait time performance represents the % of time where delays were within the standard, travellers.

#### 4.5 Number of Enforcement Measures

| <b>Enforcement Actions</b>  | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total Traveller Seizures    | 476               | 671               | 797               | 469               | 664               |
| Total Commercial Seizures   | 132               | 110               | 147               | 201               | 230               |
| Drug Seizures Traveller     | 236               | 381               | 573               | 322               | 462               |
| Drug Seizures Commercial    | 20                | 21                | 82                | 31                | 44                |
| Prohibited Goods Travellers | 361               | 0                 | 0                 | 0                 | 0                 |
| K27s Hate Propaganda        | 0                 | 0                 | 0                 | 0                 | 0                 |



| <b>Enforcement Actions</b>           | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|--------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| K27s Obscenity                       | 0                 | 0                 | 0                 | 0                 | 0                 |
| Child Pornography                    | 1                 | 2                 | 4                 | 0                 | 1                 |
| Forced Payments Traffic              | 142               | 0                 | 0                 | 0                 | 0                 |
| K24 ( <i>previously</i> )<br>BSF 241 | 948               | 1,137             | 1,135             | 155               | 24                |

#### 4.6 Documents Issued Related to the Food, Plant, and Animal Program

| Forms   | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|---------|-------------------|-------------------|-------------------|-------------------|-------------------|
| BSF-241 | 11                | 4                 | 1                 | 0                 | 0                 |

Beginning in 2018-19, the number reported here is from the ORA, Line 701, which counts the number of BSF156 forms issued.

#### 4.7 Number of Immigration Documents

| <b>Type of Immigration Document</b>                  | <b>FY 2017-18</b> | <b>FY 2018-19</b> | <b>FY 2019-20</b> | <b>FY 2020-21</b> | <b>FY 2021-22</b> |
|------------------------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Allowed to Leave                                     | 3,305             | 3,450             | 3,451             | 1,941             | 3,394             |
| Inadmissibility Report (Sec. 44) (non-refugee cases) | 112               | 103               | 124               | 39                | 43                |
| Refugee Claims                                       | 508               | 307               | 235               | 81                | 201               |
| Student Permit                                       | 184               | 220               | 233               | 74                | 276               |
| Work Permit                                          | 1,197             | 1,173             | 1,556             | 435               | 745               |
| Permanent Resident                                   | 749               | 828               | 1,245             | 286               | 344               |
| Visitor Record                                       | 841               | 846               | 856               | 333               | 469               |
| TRP                                                  | 260               | 153               | 128               | 19                | 31                |

#### 4.8 Number of complaints/commendations

|               | FY<br>2017-<br>18 | FY<br>2018-<br>19 | FY<br>2019-<br>20 | FY<br>2020-<br>21 | FY<br>2021-<br>22 |
|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Complaints    | 57                | 90                | 78                | 101               | 96                |
| Commendations | 9                 | 9                 | 8                 | 11                | 13                |

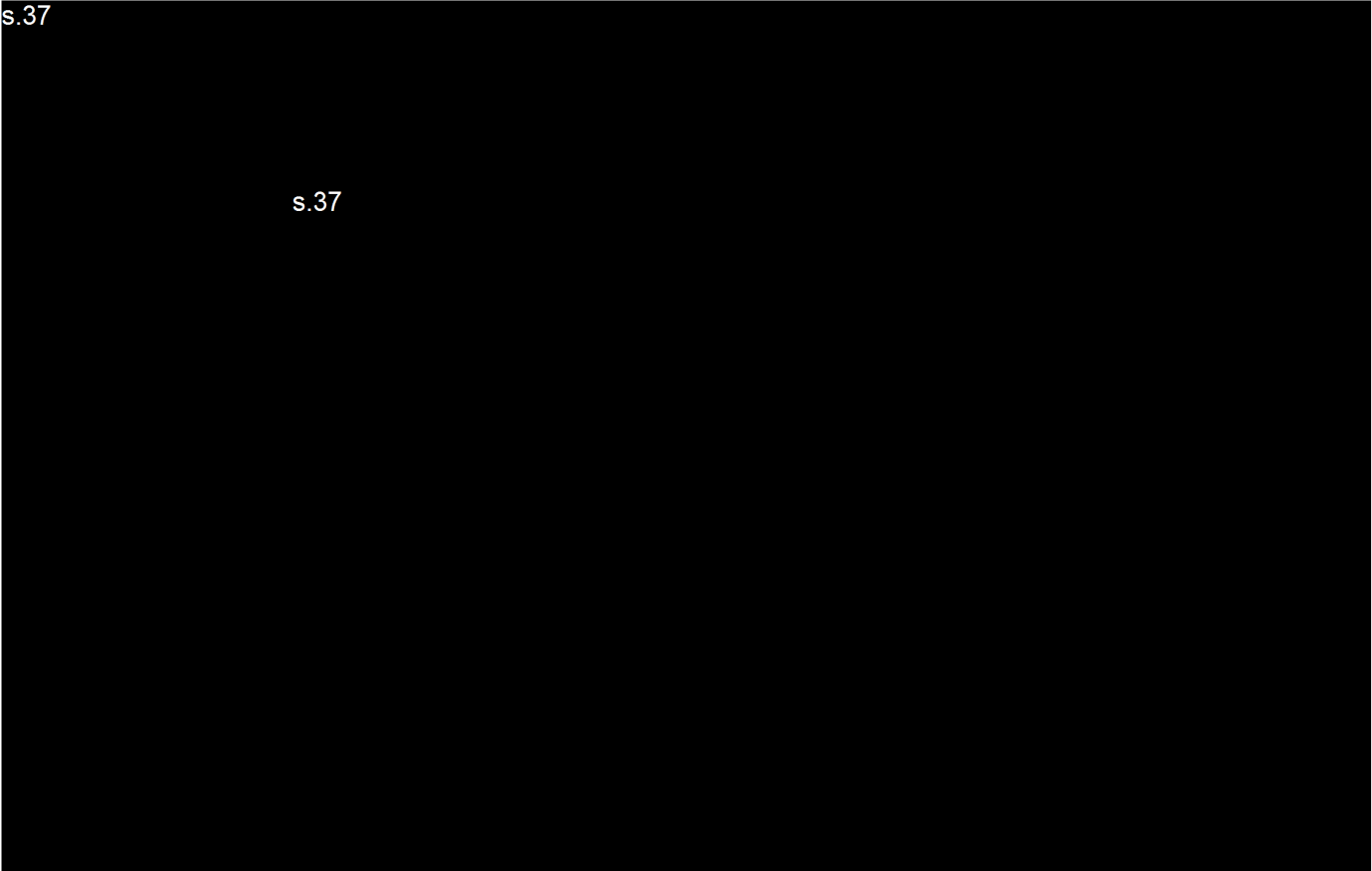
\*Only those commendations received through the ECM are included in this chart.

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5. Risks

*This section was last updated: July 2022*

• **Top Risks:**



• **2016-2018 National Border Risk Assessment**

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6. Other

*This section was last updated: July 2022*

Continued growth in traffic levels with an eventual return to pre-pandemic levels.

## 6.1 Business Continuity Planning: December 2017

- BCP is up to date

## 6.2 After Hours IT Services Available

- Yes

## 6.3 Pertinent Information Related to the Infrastructure

In the last few years, the facility owner has built six additional lanes along with a new access ramp, just west of Huron Church Road, a city street adjacent to current CBSA operations. s.37

s.37

October 5, 2018, marked the official start of construction on the Gordie Howe International Bridge project. The project, which includes the Canadian and U.S. ports of entry, a six-lane bridge, and a connection to Interstate-75 in Detroit, will be constructed over 74 months and open to traffic by the end of 2024. The Windsor-Detroit Bridge Authority (WDBA), a federal Crown corporation, is responsible for the Gordie Howe International Bridge project. The WDBA reports to Parliament through the Minister of Infrastructure and Communities.

Infrastructure projects for 2020-2021 include the installation of windows in the bi-level booth.

A CBSA priority is to relocate the offsite facility to the Ambassador Bridge property to address commercial needs.

## 6.4 Miscellaneous

Some of the larger critical infrastructure operations that are located within 50 kilometres of the POE are:

- Fermi II Nuclear Generating Station, Monroe, Michigan, U.S.A., a nuclear power plant on the shore of Lake Erie near Monroe, Michigan.
- Marathon Oil Refinery Detroit, Michigan - located in Southwest Detroit, the refinery sits on approximately 200 acres. It is Michigan's only petroleum refinery.
- Brighton Beach Generating Station Windsor, Ontario - a medium sized gas powered generation plant that feeds into the Ontario power grid.
- BP Canada Energy Company Windsor, Ontario - the Windsor Terminal is an integrated modern liquefied petroleum gas (LPG) storage terminal. Products handled at the terminal consist of propane, butanes, ethane, ethylene and Natural Gas Liquids (NGL).
- The Ambassador Bridge is a high volume commercial port, a key crossing in the NAFTA trade corridor. The automotive industry and other manufacturing plants source parts/material on a just in time basis, which is reliant on facilitation of legitimate trade at this location.

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## 7. Contacts

*This section was last updated: August 2020*

### 7.1 Contacting Ports of Entry, Management, and Subject Matter Experts

- [SOR Superintendent & Chief Offices Contact List](#)
- [SOR Management Contact List](#)
- [SOR Core Subject Matter Expert \(SME\) List](#)

 Contact the [Superintendents' office](#) for enquires regarding port-specific scheduling information.

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## 14 Comments



Personal Info.

Could anyone tell me about the VSSA for traveller operations at this port?  
It is one of my ports of interest.

Thank you.



Copeland, Joseph

I am looking into obtaining that answer and will get back to you.



Personal Info.

Thank you sir!



Copeland, Joseph

...sending you the info via email



Personal Info.

good day,  
could I also obtain the info concerning schedules.  
thank you.



Copeland, Joseph

.



Personal Info.

Hi, I'd like to get that as well please !

Personal Info.  
I Info.

Personal Info.

removed



Personal Info.

Can you flip that to me? I'd appreciate it. Thanks





### Copeland, Joseph



For any port-specific scheduling information, please direct your inquiries to the Superintendents' office of the respective bridge. You can click the following to see contact information (there is a column for Superintendent phone numbers):

[SOR Superintendent & Chief Offices Contact List](#)



### Copeland, Joseph

For any port-specific VSSA, scheduling information, etc., please direct your inquiries to the Superintendents' office of the respective bridge.



Personal Info.

Thank you



Personal Info.

Anyone at this POE looking to do a deployment (seat swap) for Douglas POE?



### Reichardt-Dunn, Karyn

You may have more luck by contacting the **AB Director's office** (Chief Jeff Gilmore / Director Joe McMahon) or **SOR HR** -Marisa Minniti-Rocco, Manager (a)